# Montana State Library

# Agency IT Plan

## Updated July 2011

# FOR FY2010 - FY2015 IT PLAN UPDATE

Should you have any questions or comments regarding this template, or desire additional copies, please contact:

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INFORMATION TECHNOLOGY SERVICES DIVISION

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## 4.1 Goals

*Goal Number 1: Align information system resources with MSL program and service needs*

**ITG 1**     Align information system resources with MSL program and service needs

Description: This on-going goal aligns current information system resources with MSL program and service needs and appropriately deploys information technology solutions within the scope of MSL strategic plan and personnel and financial resources

Benefits:   MSL staff benefit by having the resources we need to carry out our work without overextending limited personnel and financial resources. MSL partners and patrons benefit by having reliable access to high quality content and services. Montana taxpayers benefit through tax savings associated with appropriate use of IT in government.

Which state strategic goal(s) and/or objective(s) does your goal address?  1, 2

### Supporting Objective/Action

**ITO 1-4**    Encourage staff from all library programs to effectively collaborate across programs in order to use all library information system resources to meet the goals of MSL

Business driver:  Limited and/or reduced personnel and financial resources means that MSL must find efficiencies in order to continue to maintain or improve services to meet user demands; there are efficiencies to be gained by taking advantage of the resources available in the unique programs managed by MSL.

Benefits:  MSL staff benefit by having the resources we need to carry out our work without overextending limited personnel and financial resources. Further benefits may be found by effectively collaborating across programs as this goal is pursued. MSL partners and patrons benefit by having reliable access to high quality content and services with more unique resources to meet a broader array of user expectations.  Montana taxpayers benefit through tax savings associated with appropriate use of IT in government.

Risks:  Limited staff and financial resources mean that MSL staff must prioritize programs and services offered; certain opportunities may not be pursued if resources do not allow.

Timeframe: Ongoing

Critical success factors:

- By spring 2012 NRIS and Heritage will offer a suite of shared web mapping

services that can be consumed by each other and well as library partners;

## Goal Number 3: Expand and improve online information services

**ITG 3**  Expand and improve online information services

Description:  Expand and improve online information services that support MSL programs and services, and the programs and services of MSL patrons, partners and related communities of interest.

Benefits: MSL staff, Montana's libraries, government employees, citizens and businesses obtain high quality information services via the web.

Supports/Implements State IT Goals: 1, 2, 4

### Supporting Objective/Action

**ITO 3-1**  Improve the overall design and usability of MSL websites and services

Business driver: MSL makes available a significant amount of information data and services via the web.  The usability of the MSL websites must be carefully considered to ensure that our web presence effectively delivers this information to MSL patrons and partners.

Benefits:  MSL staff, Montana's libraries, government employees, citizens and businesses obtain high quality information services via the web no matter their location or means of access.

Risks: Limited MSL staff to manage web presence means that to implement this goal, other MSL priorities may have to be put on hold.

Timeframe:  Launch new MSL website by July 2011; develop mobile site with limited application by July 2010.

Critical success factors:

- By July 2012 launch new MSL website that is reorganized to focus on content rather than MSL programs, that makes available multiple means to access MSL information, services and training materials and that incorporates web 2.0 technology;

### Supporting Objective/Action

**ITO 3-3**  Collaborate with partners on projects and services which increase citizen access to public information and library content

Business driver: MSL patrons and partners demand that information and services be made available via the web. Collaboration with partners will enable us to increase citizen access to public information and library content in ways that is most meaningful to key constituents and in a manner that is most cost effective.

Benefits:  MSL will benefit from improved web management through best practices, peer networking, and collaborative problems solving.

Risks: None

Timeframe:  Ongoing

Critical success factors:

- By fall 2011, under contract with Ebsco Industries, configure and launch the Ebsco Discovery Service, a vendor-hosted, integrated discovery system that will provide "google-like" indexing and single-search capabilities across the OCLC WorldCat database, the Montana Shared Catalog, the Montana Memory Project and currently licensed statewide resources.  As time and funding allows, add additional local resources such as the Montana GIS Portal and additional library catalogs.

- Continue to support the Broadband Technologies Opportunities Program grant through June 2013.  This grant is providing hardware, software networking solutions, training and web content to establish or enhance Public Computing Centers in forty-two Montana public libraries.

## *Goal Number 4:  Develop business continuity and security programs*

**ITG 4**        Develop business continuity and security programs

Description:  MSL will develop business continuity and security programs that ensure the integrity of MSL data, protect the privacy of patron information and ensure that MSL services will be available in a timely manner in the event of a disaster.

Benefits:   MSL staff benefit by having confidence that critical data is maintained and available in the event of information system breakdown.  MSL partners and patrons benefit by having reliable access to high quality content and services which are only minimally impacted in the event of information system breakdown.  Montana taxpayers benefit through tax savings associated with appropriate use of IT in government which includes appropriate resource management afforded through business continuity and security programs.

Which state strategic goal(s) and/or objective(s) does your goal address?  1, 2, 3, 4

### **Supporting Objective/Action**

**ITO 4-3**      Develop a long-term access solution for unique digital content held by MSL and other Montana libraries

Business driver: MSL and libraries throughout the state manages unique (and in some cases one-of-a-kind) digital collections that must be made permanently available to serve library partners and patrons around Montana and beyond.  A long-term access solution is critical to ensure to future availability of these collections.

Benefits:  Libraries benefit from knowing that resources are wisely spent and not wasted on potentially ephemeral digital content. Library patrons benefit by having reliable access to high quality digital content which will be available long into the future.  Montana taxpayers benefit through tax savings associated with appropriate use of state resources and which includes appropriate resource management

afforded through a long-term access solution for digital content.

Risks: Limited staff to educate libraries on the importance of creating and preserving digital "masters" means that to implement this goal, other MSL priorities may have to be put on hold.

Timeframe:  On-going

Critical success factors:

- Participate in the Geospatial Multistate Archives and Preservation Partnership grant-funded program to develop best practices to archive geospatial data. As a deliverable of this grant, develop an GIS data inventory and management tool that will be used by MSL staff to manage a GIS data archive and clearinghouse.
    - MSL staff is currently evaluating the open source software Appex which may be customized to develop the inventory tool.
    - MSL staff is currently evaluating data auditing tools as part of a long-term GIS data archives program.
- Continue to increase the use of the OCLC Digital Archive subscription by Montana Memory Project participants and non-participants.

# SECTION 9:  ADDITIONAL INFORMATION - OPTIONAL

Over the next two years, MSL will undertake a review and update of our strategic plan: Montana State Library Strategic Plan 2006-2011; as the goals and objectives of the agency changes, so too will our IT objectives.  Those changes will be reflected in future updates to this document.

Update:  MSL used a wiki tool to encourage staff and library partners to offer feedback regarding our current strategic plan as well as suggestions for a new plan.  That wiki is available here: http://montanastatelibrary.pbworks.com/w/page/33563719/FrontPage?email=jstapp2%40mt.gov.